



DIGITAL INNOVATION AND TRANSFORMATION | DIT-025

Agentic AI for Business: Designing, Deploying and Governing AI Agents

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Course content

Why Attend

The first wave of generative AI gave employees a chatbot. The second wave, agentic AI, gives organisations software agents that plan, call tools and systems, and complete multi-step tasks with limited supervision: reconciling invoices, triaging service requests, preparing reports or coordinating procurement steps. Done well, agents remove whole layers of manual work; done badly, they act on wrong data, overspend or break compliance rules at machine speed.

This Aractech course gives managers and digital leaders a practical, vendor-neutral understanding of how AI agents work, where they create real value and how to keep them under control. Participants learn the building blocks (large language models, tools and APIs, memory, retrieval and orchestration), compare single-agent and multi-agent designs, and work through the full journey from use-case selection to pilot, measurement and scale.

Course Methodology

- Short expert briefings with live demonstrations of AI agents and orchestration tools
- Case studies of agent deployments in finance, customer service, procurement and IT
- Hands-on design workshops using no-code agent builders
- Group risk and governance exercises
- A personal agentic AI roadmap developed through the week

Course Objectives

- Explain how AI agents differ from chatbots, RPA and traditional automation
- Describe the core components of an agent: model, tools, memory, retrieval and orchestration
- Identify and prioritise processes where agents can deliver measurable value
- Design an agent workflow with clear goals, permissions and human approval points
- Evaluate build, buy and platform options for agentic AI
- Assess security, data protection and reliability risks specific to AI agents

Course content

Target Audience

- Digital transformation and innovation leaders
- CIOs, CTOs and IT managers
- Operations, finance, HR and customer service managers looking to automate processes
- Business analysts and process improvement specialists

Course outline

Detailed course outline

Day-by-day outline for Agentic AI for Business: Designing, Deploying and Governing AI Agents.

Day 1 - From Generative AI to Agentic AI

- 09:00-09:34 | How large language models became agents: plan, act, observe, adjust
- 09:34-10:08 | Agents compared with chatbots, copilots and robotic process automation
- 10:08-11:00 | Where agents create value: customer service, finance, procurement, HR and IT
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Where agents create value: customer service, finance, procurement, HR and IT (continued)
- 11:45-12:19 | Market landscape: platforms, frameworks and enterprise offerings
- 12:19-12:53 | Limits of today's agents: reliability, cost and hallucination
- 12:53-14:00 | Workshop: mapping candidate processes for agentic automation

Day 2 - How AI Agents Work

- 09:00-10:00 | Core building blocks: model, instructions, tools, memory and knowledge retrieval
- 10:00-10:30 | Connecting agents to business systems through APIs and integration protocols
- 10:30-11:00 | Single-agent and multi-agent designs and when to use each
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Retrieval-augmented generation for grounded, up-to-date answers
- 12:00-13:00 | Demonstration: building a simple agent with a no-code platform
- 13:00-14:00 | Practical exercise: designing an agent's goals, tools and boundaries

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Day 3 - Designing and Piloting Agentic Workflows

- 09:00-09:34 | Selecting the right first use case: value, data readiness and risk
- 09:34-10:08 | Process redesign: what the agent does and what people still own
- 10:08-10:42 | Human-in-the-loop and approval checkpoints
- 10:42-11:00 | Testing and evaluating agent performance before go-live
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Testing and evaluating agent performance before go-live (continued)
- 11:46-12:53 | Build, buy or platform: evaluating vendors and total cost
- 12:53-14:00 | Case study: an invoice-processing agent from pilot to production

Day 4 - Security, Risk and Governance of AI Agents

- 09:00-09:39 | Agent-specific threats: prompt injection, data leakage and tool misuse
- 09:39-10:18 | Access control, least privilege and audit trails for agents
- 10:18-10:57 | Monitoring, logging and incident response for autonomous systems
- 10:57-11:00 | Responsible AI, transparency and accountability for agent decisions
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Responsible AI, transparency and accountability for agent decisions (continued)
- 12:05-12:43 | Aligning with AI regulation and the ISO/IEC 42001 management system
- 12:43-14:00 | Workshop: drafting an agent governance policy

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Day 5 - Scaling Agentic AI Across the Organisation

- 09:00-09:39 | Operating model: AI centre of excellence, roles and skills
- 09:39-10:18 | Measuring value: productivity, cycle time, quality and cost KPIs
- 10:18-10:57 | Managing compute costs and vendor dependency
- 10:57-11:00 | Change management and building workforce trust
- 11:00-11:30 | Coffee break
- 11:30-12:44 | Change management and building workforce trust (continued)
- 12:44-13:22 | Emerging trends in agent ecosystems
- 13:22-14:00 | Capstone: presenting an agentic AI roadmap for your organisation

Seminar dates

Available seminar dates

Live dates and pricing for Agentic AI for Business: Designing, Deploying and Governing AI Agents generated from the course details page.

Date	Location	Format	Fee
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No seminar dates are currently available.